We Support You!

DL1309-1, DL1309-2
DL1309-3, DL1309-4

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Agenda

- Campus Help in the product
  - Access and search
  - Move from help to tool
  - Customize
- Campus Customer Portal
- Submitting a support ticket

# Campus Help – In the Product

- Purpose
  - Quickest way for users to get a question answered
  - Explains the purpose of the screen
  - Gives instant access to text you design

Accessing Help - in the Product

1 Click on the Help tab

**2**

Help text for the tool appears

Searching Help – in the Product

**①** Select Help from Search droplist
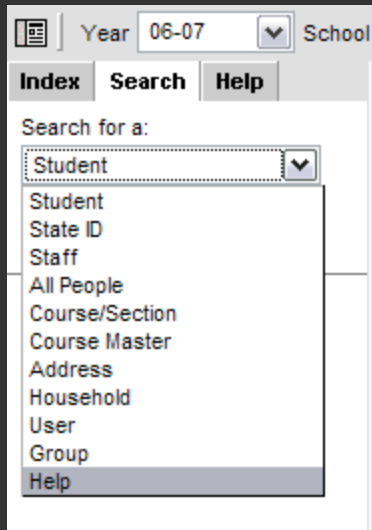
② Enter search term
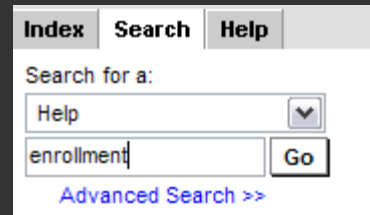
③ Select result
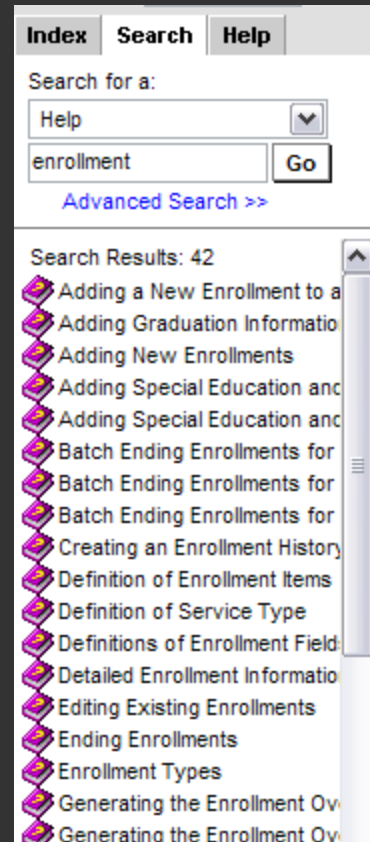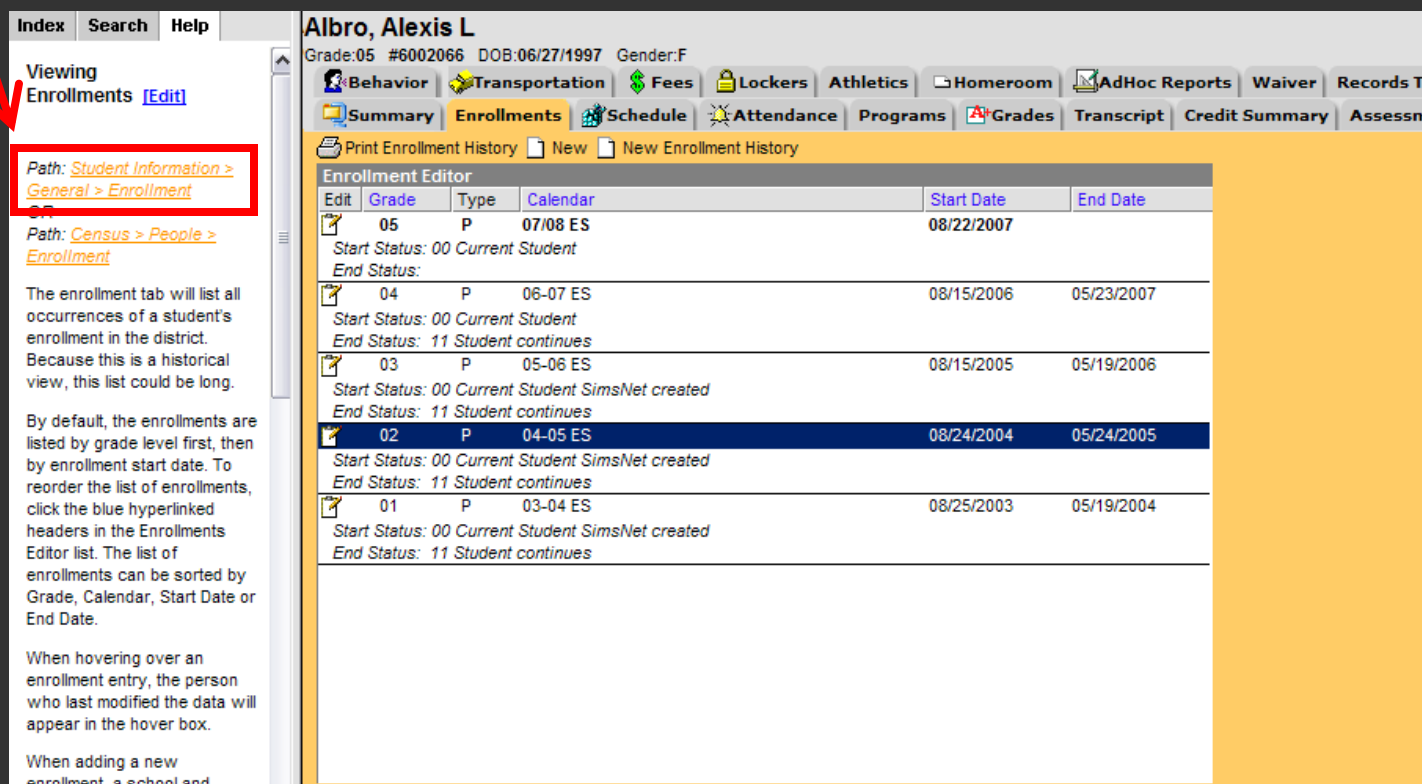
④ Help text appears
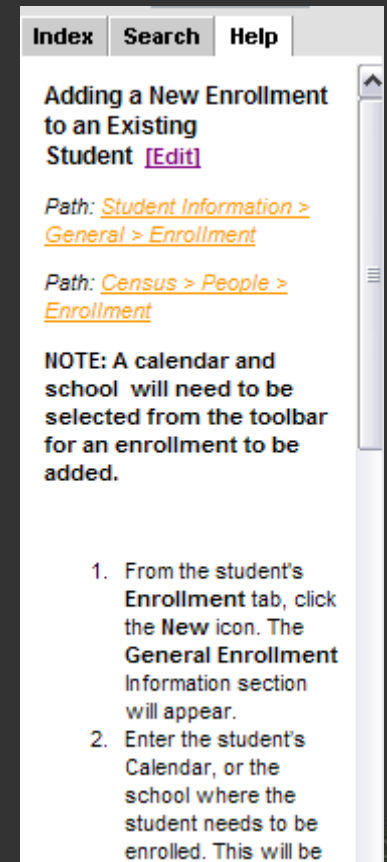
Campus Help to Campus Tool – in the Product

Click on the path link

Customizing Campus Help – in the Product

- Why customize Campus Help?
  - Share
    - Local practice
    - Lessons learned
    - What not to do
    - Your ideas?
  - Survives the update process when done using Campus customization process

Customizing Campus Help – in the Product

3

Help Editor appears

1

Search for help text to edit

2

Click [Edit]
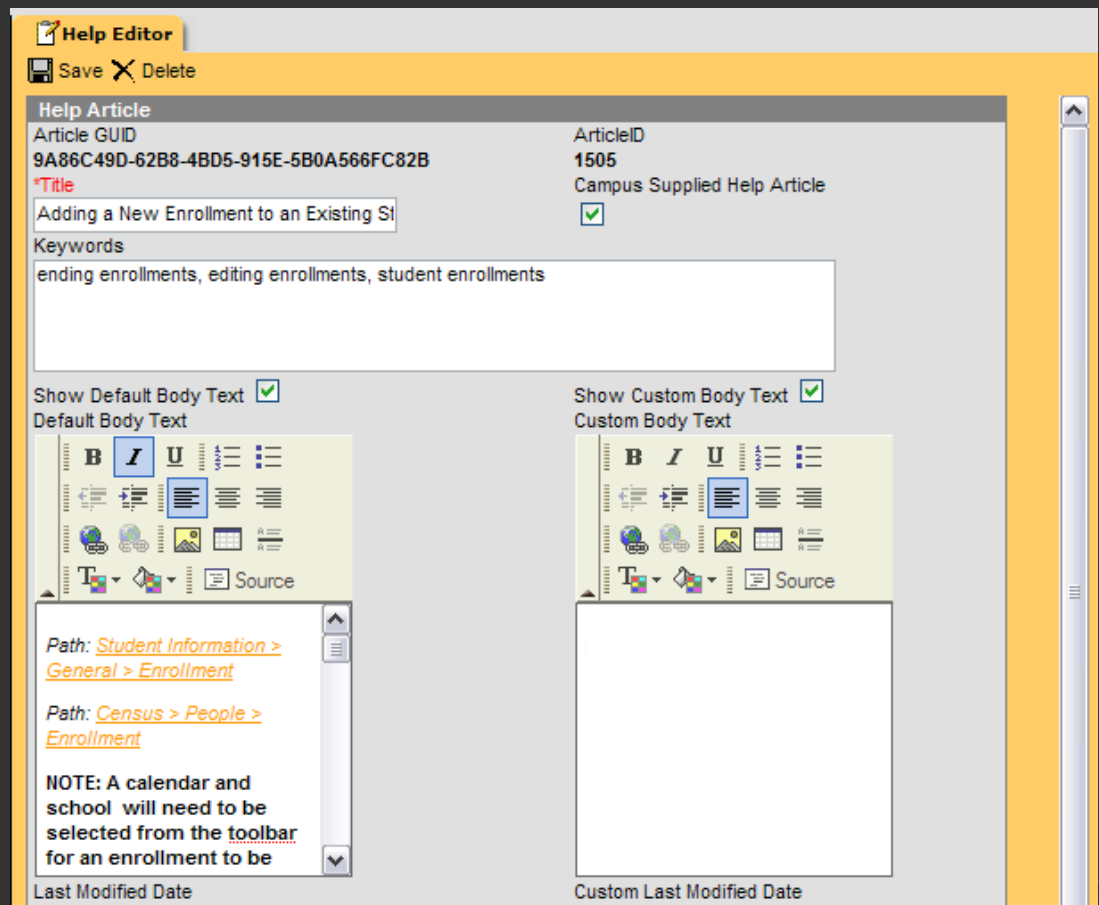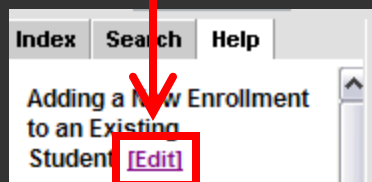
Customizing Campus Help – in the Product

6 Save

4 Check Show Custom Body Text

5 Insert custom help text

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Campus Customer Portal

- Why access the Customer Portal

Main Menu
Home
News
FAQs
Knowledge Base
Documentation
Search
SIF Toolkit
Mac Info
Food Service Info
NASIS
Infinite Campus
University
Available Releases

Types of Customer Portal Users

- Primary and Secondary Campus Support Contacts
  - Can submit support tickets
  - Provide software advice
  - Interpret district policies and procedures as they relate to Campus
  - Be point of contact for Campus related-issues
- Technical Support Contact
  - Can submit support tickets
  - Is point of contact for Campus Support and Hosting
- Registered Portal users
  - Campus user with read-only access to
    - Documentation
   - Knowledgebase
    - News articles

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Campus Customer Portal

1

Go to infinitecampus.com
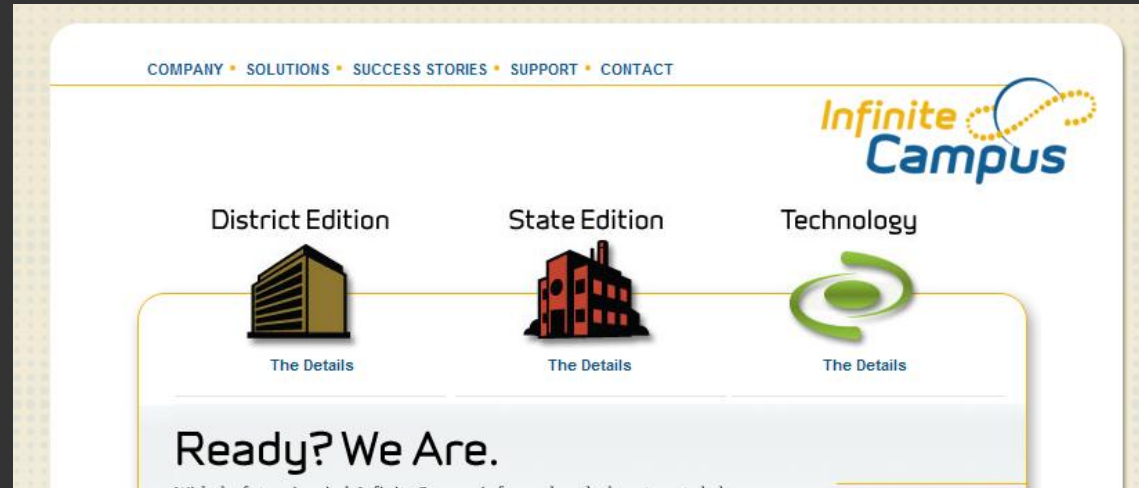
2

Scroll to bottom

3

Click on Customers
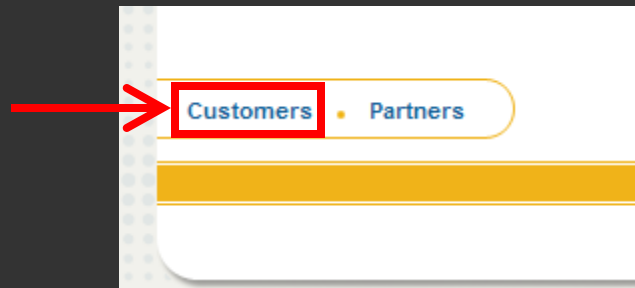
Campus Customer Portal

④

Log in

Submitting a Support Ticket

- The Perfect Ticket
  - Takes less than 15 minutes to verify
  - Allows Campus staff to move ***immediately*** as appropriate to:
    - Resolve
    - Research
    - Investigate
    - Escalate
    - Defect submission
  - Leaves little to interpretation
  - Handled consistently with client expectations

The Perfect Ticket

Identify the issue:

Ask necessary questions to gain a detailed understanding of the details and the scope of the issue

Replicate the issue:

Are you able to recreate the issue?
Is it consistent? Intermittent?
All users? Calendars? etc.
Does the issue occur on all sites?
(production, training, testing)

Nine Elements of the Perfect Ticket

- ***Severity -*** *How time sensitive is this issue. Make sure to prioritize correctly.*
- ***Subject****- Brief description – easily identifiable when searching*
Summary *– Detailed description of the issue, include specific students, teachers*
- ***IC Module-*** *Where is this issue happening? Scheduling, Attendance…*
- ***School-*** *Which school(s) are affected by this issue*
- ***Calendar-*** *Is this for a previous year, Kindergarten calendar, etc.*
- ***Steps (Replication)-*** *Click-by-click walk through on how to replicate the issue.*
Be very specific, the more detail the better!
- ***Expected Results-*** *What is the desired outcome?*
- ***Error Message-*** *Complete details of any error messages you receive*
- ***Test Results-*** *Additional information collected during local troubleshooting*

Questions & Answers

Ask, we're ready!

Learn More!

Additional training is available from Campus U

- Professional, certified trainers
- Just-in-time offerings
- Online
- In person
  - In your district
  - At Infinite Campus